E-learning FAQ's

I've followed the link to the course I want to take but can't take the course?

In order to access the course, you wish to take you will need to login into CPD Online. Once you follow a course link you will be on the course details page. Here you can click 'login'

What do I do when I get to this screen?

a) **If you have an account with The Education People and have merged this with your CPD account so you have a single sign on – please log in.**

b) **If you just have an account with The Education People you will need to create a CPD account and merge the two to have a single sign on to both areas – please refer to this user guide: CPD Online Set Up on how to do this**

c) **If you are new to The Education People and CPD you will need to create accounts in both areas. Please refer to this user guide: The Education People/CPD Account Set Up on how to do this**

d) **If you have a CPD account and last logged into your CPD account before June 2018, your old log in details (username and password) will no longer work.**

All users must now log in with a The Education People user account. Please refer to [The Education People/CPD Account Merge](#) guide on how to do this.

If you are still having difficulty logging into CPD Online, please email or telephone the CPD Online help desk: cpd@theeducationpeople.org or 03000 418 000 and the team will be able to assist you.

I can't find the course I want to take.

You can find all of our courses within the E-learning portal. You can click the E-learning link along the ribbon from the home page of CPD Online

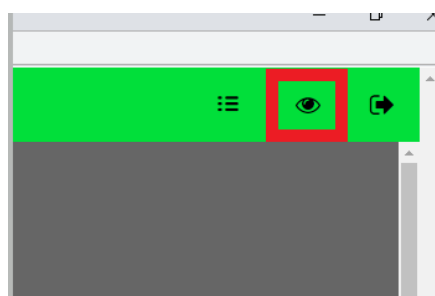Home   User Guide   eLearning   Log Out

Once in the E-learning portal you can search for the course you wish to take in the course search box. Or you can click the magnifying glass icon to view all of our courses and search this way.

I've launched the course I want to take but can't view it. What should I do?

In order to view our courses, you will need to enable popups on your computer, tablet or phone. Guidance is available to do this is within all course descriptions. To enable popups follow this **guidance for chrome using computer, android or ipad/iphone** or if you're using a **Mac follow this guidance.**
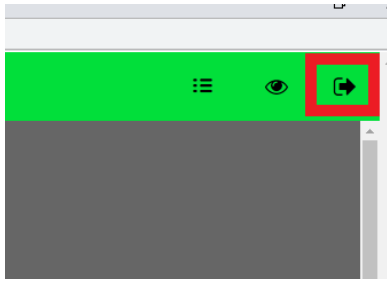
Can I take your courses if I'm dyslexic?

Yes, all our courses have a dyslexia helper extension added. This provides alternative colour schemes to improve readability for dyslexic users. To do this, launch the course you wish to take and then click the eye icon in the top right-hand corner of your page. Then you can select the colour scheme which is best for you.

Do I need to complete a course in one go?

No, you can complete our courses in your own time. If you need to leave a course, click the course exit button to save your progress. This icon is in the top right-hand corner of your page. You will need to allow a few moments for CPD to register this progress before closing the window down.

THE EDUCATION PEOPLE

My progress bar within the course isn't showing as full, what part of the course have I missed?

If you're unsure what part of the course you have missed, click the progress bar and this will open a side window and any sections showing as white are incomplete. You can go straight to those sections by clicking on them.